

Michelle Song

Full-Stack Developer

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Technologies

Programming Languages: JavaScript, Python, PHP, Java, Shell, SQL

Front-End: React, Angular, Vue.js, Next.js, TypeScript, HTML, CSS, SASS, Tailwind, Redux, NGXS, React Query, GraphQL, d3

Back-End: Node.js, AWS, Docker, MySQL, PostgreSQL, DynamoDB, NestJS, Express, Rest APIs, GraphQL, SSO, JWT

Tools: Git, Jenkins, Jira, Figma, Storybook

Professional Experience

Cisco – Customer Experience – XDi Engineering

San Jose, California

Senior UX Engineer (Grade 10)

November 2023 – Present

UX Engineer (Grade 8)

March 2021 – November 2023

Developed new features while owning the end-to-end completions for multiple enterprise-level projects.

Oversaw front-end, back-end, and infrastructure as owner, delivering engaging user experiences while ensuring compliance with security standards and minimizing costs & downtime. Supported projects by advising on best web & cloud practices, setting up repositories with DevOps pipelines, and remediating security vulnerabilities.

- **Led development of PX Cloud and commerce prototypes (Angular/NGXS/Node/NestJS/PostgreSQL):** Collaborated with research, design, and back-end teams to iteratively create demos that gathered positive feedback from stakeholders and 20K+ partners at conferences such as Cisco Live and Partner Summit.
- **Lead architect of Digital Asset Management system (React/React Query/Next/Node/DynamoDB):** Optimized asset collaboration for the UX team by implementing a DAM and REST APIs to integrate with an internal CMS, eliminating the need for third-party solutions and saving an estimated \$50-100K annually.
- **Led design & UI for CX Chatbot tool (Angular/d3):** Volunteered to collaborate with data science teams, leading the design and front-end implementation of Q&A validation flows and performance data visualization, enabling chatbot training and data analysis which improved chatbot resolution rates.
- **Introduced CX/PX Cloud product release tracking:** Rolled out new features and deployments on a monthly basis. Wrote shell & node scripts and created Jenkins jobs to reduce developer time spent on deployments.

Encora (formerly Söoryen Technologies)

Fremont, California

Front-End Developer

July 2018 – February 2021

Front-End Developer Intern

September 2017 – May 2018

Demonstrated continued success during the agile development, integration, and testing of new technologies and features which significantly accelerated client business processes and improved client relationships.

- **1800Flowers (React/Polymer):** Implemented checkout redesign, AR model integration, and seasonal promotional features using A/B testing methods, optimizing images and API usage, and resolving cross-platform/browser issues to support high traffic seasons and improve conversion rates. Worked on successfully converting the site from Polymer to React.
- **ConEdison (Angular):** Implemented job tables, job scheduling flows, and Gantt charts to improve scheduling efficiency. Used Karma unit tests to ensure application consistency and stability.
- **RiskPro (Vue/PHP/Node):** Converted a portfolio construction proof-of-concept to production with the implementation of construction flows, tables, and chart visualizations of large amounts of portfolio data. Developed JWT authentication proxy login and API servers.

Education

Bachelor of Science in Computer Science, minor in Mathematics, San Jose State University, 2018

Certifications: AWS Cloud Practitioner, 2023; Google Analytics, 2024